

In-Person Assistance Request

Summary Overview

Customer Service Program

The web portal will be the main portal to access and compare plans offered under the Exchange. The Exchange Customer Service Program will consist of both remote and in-person options for assistance.

1. Remote Assistance
 - a. On-line chat available through web site
 - b. Field level help available through web site
 - c. Call Center
2. In-Person Assistance
 - a. Navigator/Assister

Navigators

The Navigator Program is proposed to be implemented at the level estimated to reflect what is needed for ongoing, long term operation. Upon Board approval of the Navigator Program Plan, an RFP will be issued to establish a Navigator Network including Lead Organizations and Navigator Organizations.

1. Lead Agency for each County
 - a. Identify target populations
 - b. Build local network
 - c. Coordinate training/certification
 - d. Implementation support
 - e. Performance reporting
2. Navigator Organizations
 - a. Maintain expertise in Medicaid programs, QHPs, tax credits and subsidies
 - b. Application and enrollment assistance, including cost reduction benefits
 - c. Education and Outreach
 - d. Service Coordination
 - e. Assistance to help people select a primary care physician, understand benefits and how to use them.
 - f. Follow up, including changes to plans, updates, etc.

In-Person Assistance

The majority of In-Person Assistance funds will be granted to Navigator organizations as a supplement to Navigator grants through 2014. This is intended to increase capacity to meet the heightened workload demand during the initial open enrollment through 2014. Technology grants will be available to assure Navigators/Assisters are equipped to efficiently deliver services remotely from various community locations. In addition, we plan to educate/train partners by leveraging statewide association networks and resources. Three additional HBE positions are needed to administer and oversee this work.

1. Expand Navigator Organization Capacity
 - a. Supplemental funding is temporary through 2014
 - i. Navigator Organization flexibility for what functions to assign to employees funded with In-Person Assistance
 - ii. If staff are facilitating enrollment and tax credits/subsidies or serving individuals with complex medical needs, these individuals must be certified.
 - iii. Technology grants to Navigator organizations (upon request) that need devices and/or services to deliver services remotely
2. Leverage resources of Statewide Associations
 - a. Training to Exchange partners
 - b. HBE to provide curriculum and material
3. HBE Program Administration
 - a. Three temporary/project staff positions through 2014
 - i. Contract/grant management
 - ii. Training/certification
 - iii. Performance reporting, system administration